

I can't get DSL in my home and it only costs \$15-20, and SBC is not upgrading their lines any time for me to get high-speed DSL. I have no choice but to get broadband service through our local cable company for \$60 per month (3 times as much as DSL). What is more frustrating is that, the cable company (Comcast) has poor customer service and technical support, and their ISP package that comes with the broadband service is a much inferior product than the DSL companies (no spam control, no email forwarding, fewer features on email, etc.). I have even tried asking the cable company to improve, but have not had much luck. I hate to get another email and ISP service when I am already paying 3 times as much.

I believe there needs to be competition for the cable company to reduce their prices and to improve their services and offerings.

Thank you